Quality Assurance Survey Performance Ratings Domain 6 Domain 7. Domain 9. Domain 10. Domain 1 Domain 2. Domain 3 Domain 4. Domain 8. Choice Relationships Provider Administrative Safety Access Individual Rights, Domain 5. QA Performance Service Provider Region Type of Service Date Authority and and and Opportunities Capabilities Planning and Respect and Health Rating and and Decision Community for Work and Financial Eliaibility Implementation Security Dignity Making Membership Qualifications Accountability Day-Residential. A+ Care Solutions, Inc. West Personal Assistance 4/19/12 NA SC SC PC SC SC SC SC PC SC Proficient AdvanceCare Health Dav-Residential. Services Middle Personal Assistance 4/25/12 PC SC SC SC SC SC SC SC PC Proficient NA Anchor for Life, Inc. West Day-Residential PC MC MC PC SC SC SC 4/5/12 NA MC MC Concerns Angela's Path to Exceptional Achievement Middle Day-Residential 1/30/12 NA SC SC SC SC SC SC NA SC SC Performance Day-Residential, Exceptional Arc of the Mid-South West Personal Assistance 4/26/12 SC SC SC SC SC SC SC SC SC Performance NA Behavioral Services of SC SC SC Tennessee West Day-Residential SC PC SC SC SC SC 5/31/12 NA Proficient Exceptiona Binta's Song East Personal Assistance 5/7/12 NA SC SC SC SC SC NA NA SC SC Performance Bobbi's Way, Inc. East Day-Residential 5/10/12 NA PC SC PC PC SC SC SC SC SC Proficient Day-Residential. Breakthrough Corporation East Personal Assistance PC SC PC PC SC SC PC PC 5/29/12 NA PC Fair Exceptional Bubba's Better Life, Inc. West Day-Residential 3/1/12 SC SC SC SC SC SC SC SC SC Performance NA Day-Residential. Buffalo River Services, Personal Assistance, Exceptional Inc. Middle Nursing SC SC SC SC SC SC 2/24/12 NA SC SC SC Performance Day-Residential, Care Focus, Inc. West Personal Assistance 2/10/12 NA SC PC PC SC SC SC SC SC SC Proficient Day-Residential, Personal Assistance Care Focus, Inc. East 3/1/12 NA SC SC PC SC SC SC SC SC SC Proficient Day-Residential Chris' Home, Inc. SC Middle 1/17/12 NA SC PC SC SC SC SC PC SC Proficient Day-Residential. Behavioral Comcare, Inc. East PC SC SC PC SC SC SC SC 3/16/12 NA PC Proficient Community Behavioral Services west Behavioral 5/30/12 SC PC SC NA SC NA NA PC SC Proficient NA Community Developmental Services, Day-Residential, Inc. West Personal Assistance 4/13/12 NA SC SC SC PC SC SC SC PC PC Proficient Day-Residential, Exceptional Community Options, Inc. Middle Personal Assistance SC SC SC SC SC SC SC SC SC 4/13/12 NA Performance Significant MC NC SC PC SC NA MC SC Complete Care Choices East Nursing 2/10/12 NA NA Concerns Complete Care Choices Middle Nursing 5/4/12 NA РС SC PC РС SC NA NΑ РС SC Fair Comprehensive Services Day-Residential, Exceptional of Tennessee West Personal Assistance 1/27/12 NA SC SC SC SC SC SC SC SC SC Performance

SC= Substantial Compliance

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| Quality Assurance Survey Performance Ratings | | | | | | | | | | | | | | |
|--|--------|---|----------|---|---|--|--|---------------------|--|--|--|--|--|----------------------------|
| Service Provider | Region | Type of Service | Date | Domain 1. Access and Eligibility | Domain 2. Individual Planning and Implementation | Domain 3. Safety and Security | Domain 4. Rights, Respect and Dignity | Domain 5. Health | Domain 6. Choice and Decision Making | Domain 7. Relationships and Community Membership | Domain 8. Opportunities for Work | Domain 9. Provider Capabilities and Qualifications | Domain 10. Administrative Authority and Financial Accountability | QA Performance Rating |
| Connexus, Inc. | Middle | Day-Residential, Personal Assistance | 4/17/12 | NA | PC | PC | SC | PC | SC | SC | SC | PC | SC | Fair |
| Core Services of Northeast Tennessee | East | Day-Residential, Personal Assistance | 3/28/12 | NA | PC | SC | SC | PC | SC | SC | PC | SC | SC | Proficient |
| Corner Stone Personal Care Services, LLC | East | Day-Residential, Personal Assistance | 3/1/12 | NA | SC | SC | SC | SC | SC | SC | SC | PC | PC | Proficient |
| Courtney, Inc. | East | Personal Assistance | 4/20/12 | NA | PC | SC | SC | PC | SC | NA | NA | SC | SC | Proficient |
| CSI Caregiver Services of Tennessee | | Day-Residential, Personal Assistance | 4/27/12 | NA | PC | PC | PC | PC | SC | NA | SC | SC | SC | Fair |
| Cumberland Community Options, Inc. | Middle | Day-Residential | 4/4/12 | NA | SC | PC | PC | PC | SC | SC | SC | PC | PC | Fair |
| Developmental Services of Dickson County | Middle | Day-Residential, Personal Assistance | 3/16/12 | NA | SC | SC | SC | PC | SC | SC | SC | PC | SC | Proficient |
| Elite Behavior Analysis | East | Behavioral | 2/3/12 | NA | SC | PC | PC | NA | SC | NA | NA | SC | SC | Proficient |
| Evergreen Presbyterian Ministries, Inc. | East | Day-Residential, Personal Assistance, Behavioral, Nursing | 2/16/12 | NA | MC | MC | MC | PC | SC | SC | SC | MC | PC | Significant Concerns |
| Evergreen Presbyterian Ministries, Inc. | West | Day-Residential, Personal Assistance | 3/13/12 | NA | SC | PC | SC | SC | SC | sc | sc | SC | MC | Proficient |
| Franklin County Adult Activity Center | Middle | Day-Residential, Personal Assistance | 2/10/12 | NA | SC | SC | SC | SC | SC | SC | SC | PC | PC | Proficient |
| Freedom Co-op | West | Day-Residential, Personal Assistance | 2/16/12 | NA | SC | SC | SC | SC | SC | SC | SC | PC | SC | Proficient |
| Friendship Home Solutions, Inc. | Middle | Day-Residential, Personal Assistance, Nursing, Therapy | 2/3/12 | NA | PC | sc | PC | PC | SC | sc | SC | PC | PC | Fair |
| Full Circle Therapy | Middle | Therapy | 5/17/12 | NA | PC | SC | SC | NA | SC | NA | NA | SC | SC | Proficient |
| Functional Independence | West | Therapy | 2/24/12 | NA | SC | SC | SC | NA | SC | NA | NA | SC | SC | Exceptional Performance |
| Generations Community | \\\. | Day-Residential, | 0/4-7/15 | ļ , | | D 2 | 00 | B 2 | - | - | 0.0 | D.C | 140 | <u>.</u> |
| Services | West | Personal Assistance | 3/15/12 | NA NA | SC | PC | SC | PC | SC | SC | SC | PC | MC | Fair |
| Georgia Lee, Inc. | West | Day-Residential | 5/15/12 | NA NA | SC PC | SC SC | SC SC | SC | SC SC | SC | SC | PC PC | SC SC | Proficient |
| Grosser, Jason | West | Behavioral | 3/16/12 | NA | PC | SC | SC | NA | SC | NA | NA | PC | SC | Proficient |
| HATS, Inc. | Middle | Day-Residential, Personal Assistance | 5/18/12 | NA | sc | SC | PC | PC | SC | SC | SC | PC | SC | Proficient |
| HCS Investors, LLC | West | Day-Residential, Personal Assistance | 2/23/12 | NA | SC | SC | SC | SC | SC | SC | SC | PC | PC | Proficient |

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Quality Assurance Survey Performance Ratings Domain 6 Domain 7. Domain 9. Domain 10. Domain 1 Domain 2. Domain 3 Domain 4. Domain 8. Choice Relationships Provider Administrative Access Individual Safety Rights, Domain 5. QA Performance Service Provider Region Type of Service Date Authority and and and Opportunities Capabilities Planning and Respect and Health Rating and and Decision Community for Work and Financial Eliaibility Implementation Security Dignity Making Membership Qualifications Accountability Day-Residential, Personal Assistance, PC PC PC PC SC PC Health Angels Staffing Middle Nursing 2/24/12 NA NA NA SC Fair Day-Residential, Personal Assistance. Hope Services, Inc. Middle Nursing 4/13/12 NA SC SC SC PC SC SC SC SC SC Proficient Exceptiona Independence, Inc. West Therapy 4/24/12 SC SC SC NA SC NA NA SC SC NA Performance Independent Exceptional Opportunities, Inc. East Day-Residential 2/8/12 SC SC SC SC SC SC SC SC SC NA Performance Independent Therapy Exceptional Network West Therapy 5/8/12 NA SC SC SC NA SC NA NA SC SC Performance James Developmental Day-Residential, Center Middle Personal Assitance 3/6/12 SC SC SC PC SC SC SC SC SC NA Proficient Joey's Yacht Club Middle Day-Residential 1/31/12 NA PC PC SC PC SC SC SC SC SC Proficient Day-Residential, Nursing, Exceptional Meritan, Inc. West Therapy 4/27/12 SC SC SC SC SC SC SC SC SC Performance NA Exceptiona Meritan, Inc. East Day-Residential 5/30/12 SC SC SC SC SC SC SC SC PC Performance NA Day-Residential. Middle Tennessee Personal Assistance, SC PC PC SC SC PC Supported Living Middle Nursing 4/27/12 NA MC SC PC Fair Nicholson Therapies, Inc. Middle 3/16/12 NA MC SC SC NA SC NA NA PC SC Fair Therapy Exceptional **Nutrition Volitions** West Therapy 4/17/12 SC SC SC NA SC NA NA SC SC Performance NA Day-Residential, Orange Grove Center, Personal Assistance, East Nursing, Therapy PC SC SC PC SC SC SC SC 5/9/12 NA PC Proficient Pauline and Thomas Day-Residential, Healthcare, Inc. Middle Personal Assistance 3/8/12 NA SC MC SC PC SC SC SC PC MC Fair Day-Residential, Exceptional Personal Care Choices Personal Assistance SC SC SC East SC SC SC SC SC SC 5/9/12 NA Performance Exceptional Pink Covote. Inc. East Day-Residential 5/22/12 SC SC SC SC SC SC SC SC SC NA Performance Day-Residential, Personal Assistance. Prospect, Inc. Middle Nursing 3/23/12 NA SC PC SC PC SC SC SC PC PC Fair Reaching Visions Today. Day-Residential. Middle Personal Assistance SC PC SC SC SC SC SC SC PC 4/5/12 NA Proficient Rehab Resources Middle PC SC SC SC SC Therapy 4/13/12 NA NA NA NA PC Proficient Resources for Human Developn So= Substantinic Gentplianes dential SC PC PC SC SC SC PC PC 2/16/12 NA SC Fair

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| Service Provider | Region | Type of Service | Date | Domain 1. Access and Eligibility | Domain 2. Individual Planning and Implementation | Domain 3. Safety and Security | Domain 4. Rights, Respect and Dignity | Domain 5. Health | Domain 6. Choice and Decision Making | Domain 7. Relationships and Community Membership | Domain 8. Opportunities for Work | Domain 9. Provider Capabilities and Qualifications | Domain 10. Administrative Authority and Financial Accountability | QA Performance Rating |
| RHA Health Services, Inc. | East | Day-Residential, Personal Assistance | 4/5/12 | NA | PC | SC | SC | PC | SC | SC | SC | SC | PC | Proficient |
| Shelby Residential and Vocational Services, Inc. | West | Day-Residential, Personal Assistance, Behavioral, Nursing | 3/28/12 | NA | SC | PC | SC | SC | SC | SC | SC | PC | PC | Proficient |
| Support Solutions of Tennessee, LLC | Middle | Day-Residential, Personal Assistance, Behavioral | 3/16/12 | NA | PC | SC | SC | PC | SC | SC | SC | PC | PC | Fair |
| Sympathetic Steps to Success | West | Behavioral | 3/26/12 | NA | PC | PC | SC | NA | SC | NA | NA | PC | SC | Fair |
| Tennessee Personal Assistance, Inc. | West | Day-Residential, Personal Assistance | 3/29/12 | NA | SC | PC | SC | SC | SC | SC | SC | SC | SC | Proficient |
| Tiara's Haven | West | Day-Residential | 2/10/12 | NA | SC | PC | SC | SC | SC | SC | SC | PC | PC | Proficient |
| Tim's Place, Inc. | West | Day-Residential | 1/24/12 | NA | SC | SC | SC | SC | SC | SC | SC | SC | SC | Exceptional Performance |
| Tri-County Center | East | Day-Residential, Personal Assistance | 4/12/12 | NA | SC | SC | SC | SC | SC | SC | SC | SC | SC | Exceptional Performance |
| Volunteer Staffing, Inc. | Middle | Day-Residential, Personal Assistance, Nursing, Therapy | 5/25/12 | NA | SC | SC | SC | SC | SC | SC | SC | SC | PC | Exceptional Performance |
| Waves, Inc. | Middle | Day-Residential, Personal Assistance | 4/13/12 | NA | SC | SC | SC | PC | SC | SC | SC | SC | SC | Proficient |
| Williams, Nancy | West | Therapy | 5/24/12 | NA | sc | SC | SC | NA | SC | NA | NA | sc | sc | Exceptional Performance |
| | | | | | | | | | | | | | | |

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